

PSN # PSN000220u Publication date 17-Mar-2005 Issue # 1 Issue date 17-Mar-2005 Severity level Medium

Name of problem Canceling an export or a failed export disables the Report Properties icon in the toolbar menu

Products affected

Basic Call Management System Reporting Desktop

Crystal Report 8.5

Problem description

If you cancel an export or if an export request fails, the Report Properties icon in the top menu bar becomes disabled. The user is not able to change the report properties.

Resolution

The user must either close or reopen the report or rerun export using a good export format.

Remarks

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services - Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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